

ACS VOLUNTEER POSITION DESCRIPTION

PROGRAM: Family Advocacy Program (FAP)

POSITION/TITLE: Administrative Assistant

FIRST LINE SUPERVISOR – Family Advocacy Program Manager

SECOND LINE SUPERVISOR – ACS Volunteer Coordinator [currently there is not a volunteer supervisor]

GOAL/OBJECTIVE: To provide direct administrative assistance support to the Victim's Advocacy component of FAP.

DUTIES: Assists Staff with basic office automation duties; Prepares materials for distribution or training forums such as booklets, flyers, handout folders; Utilizes computer, word processing software, and printing equipment to create, copy, edit, store, retrieve, and print a variety of standardized documents; Receives calls and visitors, and based on knowledge of program and operations, personally handles calls of a routine nature, and refers calls of confidential nature to appropriate personnel; Assists supervisor in preparing for programs and/or events; Volunteers may be requested to assist during non-duty (evenings and weekends) hours, however this is not mandatory; Volunteer may be requested to assist with activities that require long periods of standing, bending, lifting and stooping; preparations may involve light physical work to include setting up and putting away tables and chairs.

TIME/DRIVING REQUIRED: Time and days of week to be determined by volunteer and supervisor. Driving of GOV and reimbursement of POV expenses are not authorized; Regular use of a vehicle is not required.

QUALIFICATIONS: Typing and Filing Skills with administrative knowledge; Basic knowledge Microsoft Excel, Word, and Power Point; Strong organizational skills; Willingness to work with diversified group; Ability to stay objective if confronted with negative family information; Ability to respect confidentiality of clients at all times; Must have positive attitude toward work.

TRAINING: Army Community Service volunteer orientation (2 hrs); On-the-job training will be provided on equipment usage, procedures, and other to be determined by Program Manager; Counseling on the importance of the ACS Volunteer Confidentiality statement and how it relates to FAP; Read program SOP, regulations, and inspection standards governing FAP; Training on the filing system. Volunteer must take security and computer use training prior to government computer use (1 hr); Volunteer may be required to undergo security clearance prior to government computer use depending on access required.

EVALUATIONS: Ongoing and immediate supervisor feedback; Annual evaluations for long term volunteers (3 or more months) unless need for more as determined by supervisor and volunteer.